



Non-Instructional Position Request Form
2014-2015

Position Request #2

Division/ Unit: Technology

Position Classification Requested: Instructional Systems Technician (Range 45)

Please indicate if this is a request for / to:

- Fill a currently vacant position (Must attach District job description; see Sharon Davidson for assistance)
- Increase of an existing position (Must attach District job description; see Sharon Davidson for assistance):
 - from: 9, 10, 11 month to: 10, 11, 12 month
 - from: 50 % to: 100 % _____
- New position (Must attach proposed job description):
 - # of _____ hours per week, # of _____ months per year

For accurate figures in the box below, requestor must see Sharon Davidson (ext. 1632).

Estimate Increase/ Proposed Annual Salary Cost: (assume step 1 for vacant position)	\$ 29,630	**NOTE** Full time – 20 (.50%) to 40 (1.00%) hours per week Regular Hourly – 18 (.45%) hours or less per week
Estimate Benefits Cost: (40% of salary)	\$ 14,815	
Total Cost for Position:	\$ 44,445	

Justification:

Why is this position necessary?

SD Review / Date

The Technology Department at Las Positas College has always made every effort to strive for the best customer service possible, with its primary mission being to provide quality service and support to the students, faculty and staff. For many years, the department had provided technical support not only during regular business hours, but also throughout the weekday evenings. It has also provided technical support for extracurricular events which have occurred both on and off campus, regardless of whether they took place during regular business hours or otherwise. As the college has continued to blossom with new structures and building renovations over the past ten years, the demand for technology support for the campus has more than doubled while the department's staffing levels have actually decreased. Of course, this familiar scenario has played out throughout the campus time and time again as we all strive to increase our productivity and efficiency with an ever-dwindling set of resources.

In the 2012 fiscal year, the Technology Department reached a point at which the diffusing out of its current staffing over all weekdays, weekday evenings and Saturdays was no longer a viable option for either the department or the college as a whole. The combination of providing everyday support to an ever-expanding campus, in addition to completing the projects which will move the college forward as an institution, has required that the Technology Department concentrate all of its current staff into the most demanding hours of the week, which occur on Monday through Friday from 8:00 AM to 5:00 PM. To refrain from allowing the Technology Department team to focus its collective efforts during regular business hours would be to prevent them from maintaining an acceptable level of quality service and support to the college.

However, the Technology Department does recognize that the current lack of technology support during the evening hours as well as special events has had a notable effect on the students, faculty and staff on campus at this time. There is a definitive need to provide this type of support and the department would like to revive this service as it has been available in the past.

Note: This position request was put forward last year and was approved by the Resource Allocation Committee. It was ranked as the number one position needed on the LPC campus. At that time, the need for this position was full time. However, many other departments were also in need of positions, so the Technology Department took this into consideration and initially requested that the position be part-time, with the intention that it would later request that it be increased to full-time. Currently, over the past few months, the Technology Department has been approached by various departments to discuss additional faculty and student support needs. As a direct result of these discussions, the Technology Department would like to request that this position be increased to a 40 hour per week position. This additional increase will directly support the faculty and students while classes are in session.

What educational programs or institutional purposes does this position support? How does the request relate specifically to your Program Review, the College's Strategic Plan, and Accreditation Recommendations?

There are very few programs that do not use technology on the campus. Students and faculty utilize technology in classroom and computer lab. Making sure systems are available for use includes, but is not limited to, audio visual systems, computer systems, server resources and internet connectivity. If minimal support for technology is not provided, that being at least one available support technician (primarily in the evening hours), this could adversely affect the comprehensive goals and strategies outlined in the "Technology Initiative" of the Educational Master Plan.

Where will the individual work? To whom will the person report? Are there any special equipment/ facilities needs not already budgeted?

This person will work in the Technology Building, building 1900. There is a dedicated work space already available for this individual. The College Administrative Officer will be the first line supervisor and the will be the second line supervisor. There is no special equipment or facilities required for this position.

What is the consequence of not funding the position?

No evening support will be provided to the faculty and students. Operational readiness of equipment and systems may not be maintained at current levels.

Should this position not be approved, the workload will continue to grow, but efficiencies and effectiveness will continue to decline. A single evening Instructional Systems support position would go a long way towards reestablishing the campus community's confidence in the level of service once provided without compromising the quality of service offered throughout the daytime hours. Without this position, the evening students and instructors will continue to be left to their own devices when classroom technology malfunctions.

What alternative approaches have been considered in meeting the programmatic demands of this request?

For many years the Technology Department has parsed out its current staffing over weekdays, weekday evenings and Saturdays in order to provide a level of off-hour services that was exclusive to Las Positas College. Staff members have given of their own time and have maneuvered their schedules in order to keep overtime costs at a minimum. As stated above, this is no longer a viable option due to the expansion of the campus. The college needs to recognize that as the campus continues to grow we must make an investment in our support staff.

How will the campus community (students, staff, faculty, and community) be positively impacted by filling this position?

Filling this position benefits the entire campus community. Students, faculty and staff are all positively affected by allowing the Technology Department to reinstate evening support for the campus.

What other personnel currently provide support to this program and these students?

Three full-time Computer Network Support Specialists

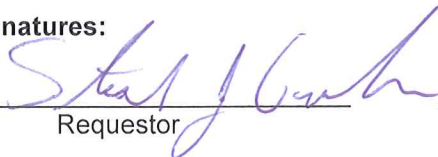
These positions are also being strained by the amount of growth over the past ten years during which the workload has effectively doubled.

One full-time Instructional Systems Specialist

One full-time Instructional Systems Technician

These two positions support all classrooms, audio visual systems, computers, helpdesk requests, and special events – the workload has also doubled in this area over the years.

Signatures:


Requestor

Dean/ Unit Administrator

Vice President

Completed requests are due to your division Dean by the end of business on November 18. After review at the Division meeting on November 20, please forwarded to your respective Vice President. Completed requests are due to the Administrative Services Office by November 22; requests will be presented by your Dean at the Resource Allocation Committee (RAC) meeting on December 6.

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

Class Specification

INSTRUCTIONAL SYSTEMS TECHNICIAN

DEFINITION

This is an analyst-level technical support position with responsibility for installation, operation and maintenance of all college instructional delivery systems including, microcomputers, peripheral equipment, software applications and audio-visual equipment. This classification requires a broad knowledge of modern technologies and systems for delivering instruction including; satellite, video conferencing, audio mixing, microcomputer hardware and software. This classification also requires knowledge of computer operating systems and applications used within these systems. Public contacts include college and district personnel as well as representatives of other agencies and businesses. The Instructional Systems Technician is expected to solve daily problems on his/her own initiative while major problems are solved after consultation with the Instructional Systems Specialist.

REPRESENTATIVE DUTIES

1. Respond to user request for multimedia hardware and related materials, including such tasks as delivery to class site and verifying proper operation.
2. assist in the installation and maintenance of data and video presentation systems;
3. assist in the installation and repair of campus microcomputers, applications, operating system software, and network cabling;
4. perform preventive maintenance on all audio, video and instructional presentation equipment;
5. assist in the ordering, cataloging and storage of consumable supplies and repair parts;
6. provide users with familiarization training on all instructional delivery systems;
7. operate and maintain video and audio conferencing systems;
8. assist the Instructional Systems Specialist in the planning and purchase of instructional delivery systems;
9. coordinate and perform maintenance of campus microcomputers, printers, audio visual and related equipment under warranty or requiring service calls
10. assist in the planning and procedures for the use of classroom equipment;

11. troubleshoot equipment problems down to the major component level and replace defective components or coordinate with other support personnel for replacement;
12. learn and use new technologies required to remain current in the field;
13. perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Specifications of equipment;
2. data communications protocols between equipment components such as video signals, bandwidths and switching signals.
3. working knowledge of the operation troubleshooting and repair of computers and peripheral devices;
4. installation and use of television, satellite, videoconferencing and other similar instructional delivery systems;
5. installation, use and routine maintenance of classroom instructional equipment and equipment for the duplication of audio and video tapes;
6. equipment assets and resources for maximum availability;
7. computer operating systems and applications commonly used in instructional delivery systems
8. video camera and taping techniques and optical lens focal requirements;
9. audio mixing and related sound amplification equipment operation;
10. video tape editing systems.

Skill in:

1. Operation and troubleshooting of a wide variety of instructional equipment;
2. use of common office computer software and personal computers;
3. use of small hand tools and electronic diagnostic equipment;

4. applying basic electronic concepts and laws;
5. applying analog and digital electronic theory;
6. completion of technical tasks without close supervision;
7. interpersonal relationships which reflect a sensitivity to and an understanding of the diverse academic, socioeconomic, cultural and ethnic backgrounds of community college students and staff, including those with physical or learning disabilities;
8. establish and maintaining effective working relationships with individuals and departments.

Education and Experience:

Completion of technical course work in Electronic Technology, Computer Technology, Television/Video Production, Computer Science, or a related field, or a combination of coursework and experience which demonstrates possession of knowledge and skills for successful job performance.

Physical Requirements:

Ability to lift 50 pounds and climb ladders.

License:

Possession of a valid class C (autos and trucks) California driver's license.

Purpose of class:

To provide timely and effective technical support to administrative and instructional users of instructional equipment.

Note: This class specification is not necessarily all-inclusive in terms of work detail.

Technology Initiative

Comprehensive Goal:

Provide appropriate technology and information to all members of the College community to enhance student success and expand student educational opportunities.

Proposed Strategies:

- Strive to become a state-of-the-art technology leader.
- Create initiatives that will motivate staff to invest the time necessary to stay current and that will foster innovation.
- Provide faculty and staff with the necessary training for all aspects of technology use.
- Examine and re-engineer College technology-related processes.
- Maintain a fully functional, navigable web site/homepage.
- Know the capability of our existing technology and utilize it to its fullest potential.
- Provide comprehensive, fully-staffed computer resources for student learning.
- Provide a web enabled/distance education AA degree by 2002 and provide required support services.
- Evaluate the role and responsibilities of the Technology Committee.
- Actively recruit technical adjunct faculty from local businesses and provide support for new instructors.

Innovation and Alternative Delivery Systems Initiative

Comprehensive Goal:

Create and sustain a learning community that encourages effective innovation.

Proposed Strategies:

- Develop an instrument to assess our web-enabled courses and provide faculty and staff with guidelines for developing and refining web-enabled courses.
- Establish an on-campus program that will showcase and model effective innovation. Venues for this program might include periodic presentations at town meetings and other functions, along with a web site or web-page-of-the-month series.
- Encourage innovative and alternative delivery systems and programs for students in areas such as transfer, diversity issues, at-risk, basic skills, working students, and child care services.
- Establish a childcare center that will support one of the College's underserved populations: the parents of young children.
- Make computer-related training more convenient and more practical.
- Support and recognize student innovation. Such innovations might include the writing and presentation of music or theater, the creation of a new club,